

METHOD AND SYSTEM FOR CUSTOMER SUPPORT

ABSTRACT OF THE DISCLOSURE

The present invention provides methods and systems for supporting the products and services of others, in the embodiments described herein. Customers access separate web sites with similar user interface designs and naming conventions so the customer is transparently transferred from a vendor's web site to a support service provider web site. User interface designs and naming conventions remain consistent through use of consistent HTML language and format.

WPN/830078/401-AP2/V7